



**CITY OF GREENSBORO  
FOR IMMEDIATE RELEASE**

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***CITY DELIVERS ON PROMISE TO PROVIDE BETTER CUSTOMER SERVICE  
Contact Center Answers 100,000<sup>th</sup> Call***

**GREENSBORO, NC (October 31, 2005)** – Quality customer service took on a new meaning earlier this month as the City of Greensboro's Contact Center answered its 100,000<sup>th</sup> call. By calling 373-CITY (2489), residents are instantly connected to a City Services Representative who provides quick, correct information about all City services - hours of the White Street Landfill, how to have an old appliance picked up, how to properly recycle an outdated computer, how to obtain a business license, where to pay a parking ticket and even how to contact a City Council representative. Center representatives are available to take calls from 7 am to 6 pm Monday through Friday and in most cases can provide an immediate answer. Residents that call the number after hours can leave a message and get a prompt reply the following day or the next business day if left during the weekend.

Since its beginning in April 2005, the Contact Center has upheld its promise to be a "City Hall On Call" by responding to more than 107,000 resident requests and by submitting more than 26,500 work orders for City services. Work orders include requests for trash pickup, pothole repair and restoration of sidewalks. During the month of November, new callers are encouraged to place calls and ask questions in order to see how easily and quickly service is provided. In addition, residents that want a tour of the Contact Center can call to schedule a walk-through. And soon, our Spanish speaking residents will have the opportunity to ask questions in their native tongue as the Contact Center adds Spanish speaking representatives to the team. By simply calling 373-CITY, residents are connected to the multitude of services and programs the City offers.

For more information regarding the Contact Center, please call 373-CITY (2489) or email at [cogcontactctr@greensboro-nc.gov](mailto:cogcontactctr@greensboro-nc.gov).

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The City of Greensboro works in partnership with the community to increase the quality of life for all residents by fostering an environment of inclusion, diversity, and trust. As the seventh largest employer in Greensboro, the City has a dedicated professional staff of 2700 employees who maintain four core values of honesty, integrity, stewardship, and respect. The City is governed by a council-manager form of government with a mayor and eight council members. For more information on the City of Greensboro, please visit us online at [www.greensboro-nc.gov](http://www.greensboro-nc.gov).

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